

Cancellation & Refunds

- ✓ Once an appointment has been made and confirmed you may cancel but will be charged the following admin fee:
 - 20% charge for Tele/Video Consultations
 - 10% charge for Home Visits or In-Clinic/Walk-ins

 - Alternatively, you do have the right to reschedule your appointment for a later date without any charge within 4 weeks.

- ✓ If after you have made a booking for a home visit and the doctor who triages you confirms they are unable to carry out the service, then you will only be charged for a telephone consultation. (List of exemptions) The doctor at this point will provide you with clinical information and advice, this is considered a telephone consultation.

- ✓ If you decide to cancel the consultation after speaking with the doctor during the triage call and the doctor has confirmed, they are able to carry out the service you will not be eligible for a refund and the doctor will carry out the visit. You cannot decide to convert a home visit booking into a telephone consultation.

- ✓ For virtual consultations, once the doctor calls you to begin the consultation and at anytime you decide to cancel the consultation you will be charged for the full amount of the telephone consultation.

All refund requests must be made in writing to hi@gogodoc.com